

## Aging & Disability Resource Center of Waukesha County

514 Riverview Ave  
Waukesha, WI 53188

Local: 262-548-7848  
Toll Free: 866-677-2372  
Fax: 262-896-8273  
TTY: 7-1-1

Website:

[www.waukeshacounty.gov/  
adrc](http://www.waukeshacounty.gov/adrc)

**After hours call  
IMPACT 2-1-1  
211, or toll free  
1-866-211-3380**

### National Alliance on Mental Illness of Waukesha County (NAMI)

262-524-8886

### Veteran's Services

262-548-7732

### Moraine Lakes Consortium

888-446-1239

### Alzheimer's Association

800-272-3900  
(24/7 Helpline)

[www.alz.org/sewi](http://www.alz.org/sewi)

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November 2020

# The ADRC Connection

## Celebrate Caregiving by Pledging to Care for Yourself

November is National Family Caregiver Month, a time to recognize the many hard working and devoted people who make it their mission to keep a loved one happy and safe. There are thousands of caregivers across Wisconsin who are selflessly putting their own lives on hold to make sure their loved ones are being cared for. But who will care for the caregiver? Ideally relatives, friends, and neighbors are there to help, however in order to truly be a healthy caregiver, there must be a promise to care for oneself. The Family Caregiver Alliance laid the groundwork for caregivers to do just that. Please read "A Caregiver's Pledge" and take the pledge to not only care for your loved one, but to care for YOU.

### A Caregiver's Pledge

1. I will understand that I can't care for anyone else if I also don't care for myself. I will keep an image in my mind of putting the oxygen mask on myself first.
2. I will remember that the only person I can change is myself. I cannot change my loved one who is ill, nor my family members.
3. I will find opportunities to laugh, daily. These might come in movies, jokes, television, or with friends who can see the humor in my situation and remind me to do the same.
4. I will get away from my caregiving duties on a regular basis, even if it is just to walk around the block. But I will also find ways to have lunch with a friend, go to a movie, window shop, breathe in fresh air, watch the sunset, or eat a hot fudge sundae.
5. I will visit a support group, either online ([wisconsincaregiver.org](http://wisconsincaregiver.org)) or in person in my community, so that I know that I am not alone. If a support group isn't right for me, I will find a friend to talk to, call my family consultant, or attend a workshop.
6. I will learn as much as I can about my loved one's illness so I can better care for him or her with understanding. I will learn techniques that will make caregiving easier for both of us.
7. I will say "yes" when people offer to help. I will make a list of things they can do and post it on the refrigerator, so that when those offers come, I'll be ready. When there are not offers, I will ask for help, even though it might be hard to do so.
8. I will use community resources—such as Meals on Wheels, paratransit, day care programs, and volunteer respite programs—to help make my caregiving duties easier.
9. I will find something I really like to do and make sure I find time to do it on a regular basis. Just because I am a caregiver, doesn't mean I have to give up everything that is meaningful to me. I will read, knit, garden, scrapbook, do genealogy or woodworking for a designated period of time every week.
10. I will remember that I am loved and appreciated, even when my loved one can't tell me that. I will honor the nurturing, responsibility, caring and support that I provide to my loved one as a gift I give.

**If you need information about local resources or have specific questions about your caregiving journey, please call the ADRC at (262) 548-7848.**

November is National Caregiver Month

# "CAREGIVING IN TIMES OF CHANGE"

ADRC, in partnership with the Bridges Library System and Dementia Friendly Waukesha County will be recognizing Waukesha County caregivers through a contactless drive-thru event! Caregivers caring for a senior over the age of 60 or a grandparent over the age of 55 raising a grandchild are invited to participate in this event and receive a gift bag of goodies! Register by calling the ADRC to indicate the location and time you would like to attend.

## NOVEMBER 10TH

Mukwonago Community Library 1-4PM

Brookfield Public Library 1-4PM

## NOVEMBER 12TH

Waukesha Public Library 10AM-1PM

Pewaukee Public Library 10AM-1PM

Menomonee Falls Public Library 1-4PM

## NOVEMBER 13TH

Muskego Public Library 10AM-1PM

Oconomowoc Public Library 10AM-1PM

**Call the ADRC to register: (262) 548-7883**

**Or Register Online: [bit.ly/2Er06gl](https://bit.ly/2Er06gl)**





# CAREGIVING IN CRISIS

During National Family Caregivers Month, we address the new realities family caregivers face with their loved ones during these uncertain times.



**Video appointments** are great, but they come with **their own challenges.**



It was hard enough to **cover dad's added costs** and now I'm on unemployment.



I want to keep grandma **at home** and out of the nursing home.



Family caregivers manage health emergencies, juggle priorities, and suffer isolation - and all that was before COVID. The pandemic brings even more challenges as family caregivers handle

**Caregiving in Crisis.**

With COVID, **how much risk is too much?**



It's just so hard **not to be with mom** and she's worse because of it.



Contact the ADRC for help addressing your caregiver needs: (262) 548-7848

# National Diabetes Awareness Month

It is estimated that over 30 million people nationwide have some form of diabetes, which is a staggering statistic. An even more concerning statistic, is that one in four people do not even know they have the disease and another 84 million are at risk of developing Type 2 diabetes. The annual cost related to this disease is an estimated \$245 billion, most of which can be avoided with early diagnosis and disease management.

November is National Diabetes Awareness Month which focuses on awareness and education. Knowing the symptoms can help manage and control many of the debilitating affects on the body that this disease can cause. If undiagnosed and uncontrolled, diabetes can lead to heart disease, blindness, amputations and kidney failure at any age. People with diabetes are at twice the risk of developing heart disease than those who do not have the disease.

There are four types of diabetes:

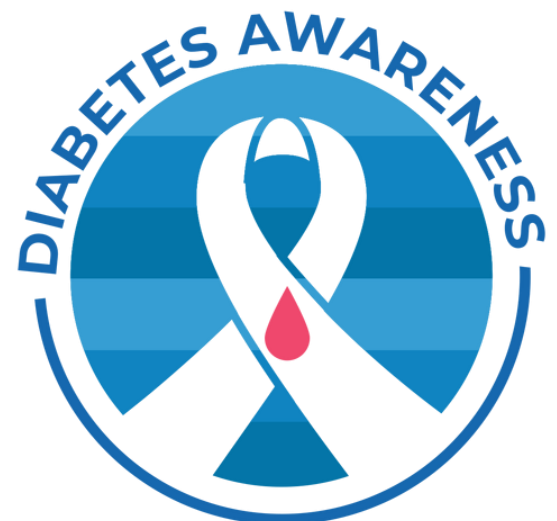
- Pre-diabetic - Higher than normal blood sugar levels but not high enough for medication. This is when you can control the disease with diet and exercise.
- Type 1 - Once known as juvenile diabetes. The pancreas makes little to no insulin. Requires insulin to control blood sugar levels.
- Type 2 - The body resists the insulin made by the pancreas or does not produce enough insulin. Blood sugars are controlled through insulin, oral medications and diet and exercise.
- Gestational - Occurs during pregnancy but can lead to diabetes later in age.

Diabetes is easily diagnosed either through a urine or blood test. There are warning signs you can be aware of to determine if you should be having a conversation with your healthcare provider. Listed below are some symptoms that may indicate you a pre-diabetic or diabetic.

- Extreme thirst
- Fatigue
- Weight loss
- Blurry vision
- Numbness/tingling in extremities
- Frequent urination
- Cuts/bruises that are slow to heal

Managing and controlling diabetes takes diligence on the part of the person living with the disease, however, there have been great strides in recent years with research, technology and medications. If you have any of the possible symptoms talk with your healthcare provider. Remember that early diagnosis can reduce your risk of many other serious health conditions that can arise from diabetes.

Source: <https://www.niddk.nih.gov/>



# Hunger & Homelessness Awareness Week is November 15<sup>th</sup> - 23<sup>rd</sup>

In the United States, many Americans are living on the edge; forced to choose between basic necessities like purchasing food, paying rent, or going to the doctor. No one should have to worry about whether they will have food on their plate or a roof over their head. But the reality is that hunger and homelessness are widespread problems that affect far too many people.



In the United States, 43.1 million Americans live below the poverty level. 549,000 Americans are homeless on a typical night, and 42 million Americans are at risk of suffering from hunger.

According to Krystina Kohler with United Way of Greater Milwaukee and Waukesha County, "Homelessness exists in every county and I think that people might not realize that homelessness doesn't always look the way you think it will look. In Waukesha County on any given night, there are at least 200 people experiencing homelessness and about 20 families that are in an emergency shelter or transitional housing," said Kohler.

For information about homeless shelters, food pantries, and other benefits and programs in Waukesha County, call Impact 2-1-1 by dialing 211 or toll-free 1-866-211-3380.

You can also visit their website at <https://www.impactinc.org/impact-2-1-1/>.

## HARVEST OF THE MONTH

The "Harvest of the Month" program highlights a locally available crop each month to help the community learn more about healthy, seasonal, whole-foods, in partnership with ProHealth Care and the Washington/Ozaukee Public Health Department.

For November, the highlighted produce item is Cranberry! Check out the Live Well website for more information and featured recipes.



To learn more and sign up for the monthly

e-newsletter visit: <https://www.waukeshacounty.gov/livewell>

## Virtual Nutrition Classes

If you're looking for new recipes or ways to incorporate healthy eating in to your lifestyle, check out the free virtual nutritional education classes from ProHealth Care. Upcoming classes include "Healthy Holiday Cooking" and "Kick Up Autumn Meals with Healthful Herbs and Spices".

Learn More and Register:

<https://www.prohealthcare.org/classes-events/search-results/?TermId=1e4055b1-efc7-e811-a2c8-001dd8b71cdf>





# November 11th is Veterans Day

## Frequently Asked Questions

### Q. What is the correct spelling of Veterans Day?

A. Veterans Day does not include an apostrophe but does include an "s" at the end of "veterans" because it is not a day that "belongs" to veterans, it is a day for honoring all veterans.

### Q. On what day of the week will Veterans Day be observed?

A. Veterans Day is always observed officially on November 11, regardless of the day of the week on which it falls. The Veterans Day National Ceremony, like most ceremonies around the nation, is held on Veterans Day itself. However, when Veterans Day falls on a weekday, many communities choose to hold Veterans Day parades or other celebrations on the weekend before or after November 11 so that more people can participate.

### Q. What is the difference between Veterans Day and Memorial Day?

A. Many people confuse Memorial Day and Veterans Day. Memorial Day is a day for remembering and honoring military personnel who died in the service of their country, particularly those who died in battle or as a result of wounds sustained in battle. While those who died are also remembered, Veterans Day is the day set aside to thank and honor ALL those who served honorably in the military - in wartime or peacetime. In fact, Veterans Day is largely intended to thank LIVING veterans for their service, to acknowledge that their contributions to our national security are appreciated, and to underscore the fact that all those who served - not only those who died - have sacrificed and done their duty.

### Q. Is Veterans Day celebrated in other countries?

A. Yes, a number of countries honor their veterans each year on November 11, although the name and types of commemorations differ somewhat from Veterans Day celebrations in the United States. For example, Canada and Australia observe "Remembrance Day" on November 11, and Great Britain observes "Remembrance Day" on the Sunday nearest to November 11. There are similarities and differences between these countries' Remembrance Day and America's Veterans Day. Canada's observance is actually quite similar to the U.S. celebration, in that the day is intended to honor all who served in Canada's Armed Forces. However, unlike in the U.S., many Canadians wear red poppy flowers on November 11 in honor of their war dead. In Australia, Remembrance Day is very much like America's Memorial Day, a day to honor that nation's war dead. In Great Britain, the day is commemorated by church services and parades of ex-service members in Whitehall, a wide ceremonial avenue leading from London's Parliament Square to Trafalgar Square. Wreaths of poppies are left at the Cenotaph, a war memorial in Whitehall, which was built after the First World War. At the Cenotaph and elsewhere in the country, a two-minute silence is observed at 11 a.m., to honor those who lost their lives in wars.

# November 13th is World Kindness Day



**7 WAYS TO START MAKING KINDNESS THE NORM IN YOUR DAILY LIFE:**

**make kindness the norm.**

#WorldKindnessDay  
#MakeKindnessTheNorm  
[www.randomactsofkindness.org](http://www.randomactsofkindness.org)

- 1 Send an uplifting text to a friend or family member.
- 2 Let that guy merge into traffic with a wave and a smile.
- 3 Include intentional moments of kindness, laughter and delight in your daily routine.
- 4 Go slightly outside of our comfort zone at least once a day to make someone smile.
- 5 Share a compliment with a co-worker or friend.
- 6 Reach out to a family member you haven't spoken to in awhile.
- 7 Treat someone to a cup of coffee (a friend, stranger, or even yourself).

# Flu season – already?

Yes, the time is here – along with the risks for developing symptoms of illness – fever, cough, congestion, chills, body aches, headaches, sore throat, fatigue – the flu is “nothing to sneeze at”!

On average, 60% of those who are hospitalized for the flu are 65 years of age and older. It’s generally been recognized that this is because older individuals are at greater risk due to human immune defenses becoming weaker as we age. It is quite serious for people in this age group.



**Public Health**  
Prevent. Promote. Protect.

**Waukesha County Public Health**

Good news is this can be prevented, rather than having to cope with the illness and its possible complications. The best way to prevent the flu is with a flu vaccine – recommended for everyone 6 months and older. An annual vaccine is needed to ensure the best possible protection against the current circulating viruses. Immunity generally sets in after about two weeks.

**There are, however, special flu vaccines designed specifically for people 65 and older.**

The high dose vaccine is designed specifically for this age group, as it contains 4 times the amount of antigen as the regular flu shot. It is to have a stronger immune response following this vaccination (a higher antibody production) and consequently, better protection. Mild side effects from a vaccine can include pain, redness, or swelling at the injection site, headache, muscle ache, and malaise. The high dose version may result in more of these mild side effects.

Peak season for flu activity often occurs in January and February. However, this year because of the COVID-19 pandemic, we recommend you get the flu vaccine as soon as possible. Additional ways to protect from the flu:

- **Practice good health habits** – covering coughs, washing hands often, wearing a mask and avoiding others who are sick.
- **Get medical advice quickly if you develop flu-like symptoms** – you may need medical evaluation (particularly if underlying health concerns are present). There are also antiviral drugs available that need to be used as early as possible in the development of the disease to benefit – generally recommended in the first 2 days of illness.
- **Get a pneumococcal vaccine if needed** - People 65 and older should be up to date with pneumococcal vaccine to protect against pneumonia, meningitis, and bloodstream infections. This can be a flu-related complication that is very serious. Talk with your medical provider to see if recommended.

**For information, visit [www.waukeshacounty.gov/flushots](http://www.waukeshacounty.gov/flushots)**

**A FLU VACCINE CAN KEEP YOU  
FROM GETTING SICK WITH FLU.**



**HELPING PROTECT YOU,**



**YOUR LOVED ONES,**



**AND THE MOMENTS THAT  
MATTER MOST.**

**#FIGHT FLU**





## WHO CAN GET FOODSHARE?

### WHAT IS FOODSHARE?

FoodShare is a program that helps low-income families and individuals buy nutritious food.

### WHO CAN GET FOODSHARE?

Anyone can apply for FoodShare. You may be eligible if:

- Your household income is less than 200% of the Federal Poverty Level;
- You are a Wisconsin resident; and
- You are a US citizen or qualifying immigrant.

#### **Monthly Income Guidelines:**

<b>Family</b>	<b>200% FPL (Gross)</b>	<b>*All individuals who purchase and prepare food together are considered a family group for FoodShare purposes and must have their eligibility determined together. Actual eligibility and the amount of benefits are based on net income after certain deductions are made from the group's gross income.</b>
1	\$2,128	
2	\$2,874	
3	\$3,620	
4	\$4,368	
5	\$5,114	
6	\$5,860	

### HOW DO I APPLY FOR FOODSHARE?

- Apply online at [www.access.wisconsin.gov](http://www.access.wisconsin.gov)
- Apply by mailing your application (available at: <http://www.dhs.wisconsin.gov/forms/F1/F16019B.pdf>) to: CDPU, P.O. Box 5234, Janesville, WI 53547-5234
- Apply by telephone 888-446-1239

#### **Application Steps:**

1. Complete an application and provide the verification or proof that is requested (such as income; social security number; address and housing costs; citizenship or immigration status). If you are having trouble getting verification documents, Moraine Lakes Consortium may be able to help.
2. Complete an interview. The interview will be by telephone, unless you request an in person interview.

### PRIORITY FOODSHARE SERVICES

You may be able to get FoodShare within 7 days of applying if you:

- Have \$100 or less available in cash or in the bank; and
- You expect to have less than \$150 of income this month; or
- Your rent/mortgage or utility costs add up to more than your total gross monthly income, available cash or bank accounts for this month; or
- Your household includes a migrant or seasonal farm worker whose income has stopped.

### HOW CAN I USE MY FOODSHARE BENEFITS?

When you get FoodShare, you will be given an account with a plastic card called the Quest card. Each month, your FoodShare benefits are put into your account. You can use your Quest card at grocery stores, convenience stores, certain farmer's markets, and co-ops the same way someone would buy food with a debit card.

You can use your benefits to buy:

- ✦ Breads and cereals
- ✦ Meats, fish and poultry
- ✦ Seeds and plants to grow food
- ✦ Fruits
- ✦ Vegetables
- ✦ Dairy Products

You cannot use your benefits to buy:

- Nonfood items (pet food, paper products, soap, household supplies etc.)
- Beer, wine, liquor, cigarettes or tobacco
- Food that will be eaten in the store, or
- Hot foods (food that is purchased and cooked at the store)

### YOU HAVE THE RIGHT TO:

- Get a written eligibility decision 30 days or less from the date you submit your application.
- Get FoodShare benefits 7 days after applying if you are in immediate need and qualify for faster service.
- Decisions denying you FoodShare benefits can be wrong and can be appealed, but only if you apply and get a written decision.
- Ask for a fair hearing if you do not agree with any action of the agency.



## ¿QUIÉN PUEDE OBTENER FOODSHARE?

### ¿QUÉ SON “ESTAMPILLAS DE COMIDA” (FOODSHARE)?

FoodShare es un programa que ayuda a familias e individuos de bajos ingresos a comprar alimentos nutritivos.

### ¿QUIÉN PUEDE OBTENER FOODSHARE?

Cualquier persona puede solicitar FoodShare. Usted puede ser elegible si:

- El ingreso de su hogar es menos del 200% del nivel federal de pobreza;
- usted es un residente de Wisconsin; y
- usted es un ciudadano de EEUU o inmigrante calificado.

#### Pautas de ingresos mensuales:

<u>Familia/Hogar*</u>	<u>200% FPL</u> (Ingresos Brutos)	*Todos los individuos que compran y preparan alimentos juntos se consideran un grupo familiar dentro del programa de FoodShare y deben determinar su elegibilidad juntos. La elegibilidad actual y la cantidad de beneficios se basan en el ingreso neto después de que se hagan ciertas deducciones del ingreso bruto del grupo.
1	\$2,128	
2	\$2,874	
3	\$3,620	
4	\$4,368	
5	\$5,114	
6	\$5,860	

### ¿CÓMO SOLICITO FOODSHARE?

- Solicitar en la red: [www.access.wisconsin.gov](http://www.access.wisconsin.gov)
- Solicitar por correo. Envíe la solicitud (disponible en <https://www.dhs.wisconsin.gov/forms/f1/f16019bs.pdf>) a: CDPU, P.O. Box 5234, Janesville, WI 53547-5234
- Solicitar por teléfono 888-446-1239 (presione número 2 para español).

#### Pasos para solicitar:

1. Completar una solicitud y proveer las verificaciones requeridas (como ingresos; número de seguro social; dirección y costos de vivienda; ciudadanía o estatus de inmigración). Si usted tiene problemas para obtener documentos de verificación, Moraine Lakes Consortium puede ayudar.
2. Completar una entrevista. La entrevista será por teléfono a menos que solicite una entrevista en persona.

### SERVICIOS DE PRIORIDAD DE FOODSHARE

Es posible que pueda recibir FoodShare dentro de 7 días de solicitar si usted:

- Tiene \$100 o menos disponible en efectivo o en el banco;
- Espera tener menos de \$150 en ingresos este mes; o
- Su renta/pago de casa o costos de servicios públicos son más que sus ingresos brutos mensuales, dinero en efectivo disponible o cuentas bancarias para este mes; o
- Su hogar incluye un migrante o trabajador de temporada cuyos ingresos han parado.

### ¿CÓMO PUEDO USAR MIS BENEFICIOS DE FOODSHARE?

Cuando usted obtenga FoodShare, usted tendrá una cuenta con una tarjeta plástica llamada tarjeta Quest. Cada mes, sus beneficios de FoodShare son depositados en su cuenta. Usted puede usar su tarjeta Quest en supermercados, tiendas, ciertos mercados de agricultores y cooperativas de la misma manera que alguien compra comida con una tarjeta de débito. Los beneficios de FoodShare pueden ser utilizados para comprar:

- ✦ pan y cereales
- ✦ carne, pescado y aves
- ✦ plantas y semillas para cultivar
- ✦ frutas y verduras
- ✦ productos lácteos
- alimentos para que consuma su familia

Los beneficios de FoodShare **no pueden** ser utilizados para comprar:

- productos no alimenticios (alimento para mascotas, jabones, productos de papel, etc.)
- vitaminas y medicamentos
- bebidas alcohólicas y tabaco
- alimentos calientes

### TIENE DERECHO A:

- Obtener una decisión de su elegibilidad por escrito dentro de los 30 días a partir de la fecha que usted entregue su solicitud.
- Obtener beneficios de FoodShare 7 días después de solicitar si tiene necesidades inmediatas y cualifica para servicio más rápido.
- La negación de beneficios de FoodShare puede no ser correcta y puede ser apelada pero solo si usted la solicita y recibe una decisión por escrito.
- Pedir una audiencia imparcial si usted no está de acuerdo con cualquier acción de la agencia.

# Energy Assistance and Weatherization for Waukesha County Residents

## ENERGY ASSISTANCE

The Wisconsin Home Energy Assistance Program (WHEAP) provides assistance for heating costs, electric costs, and energy crisis situations. Operating with federal and state funding, the program provides assistance to households across the state to help lower the burden incurred with monthly energy costs. Most types of fuel are eligible to receive assistance. Whether you use wood, propane, natural gas, electricity, or fuel oil to heat your home, energy assistance is available if you qualify.

In response to the COVID-19 crisis, the Department of Administration (DOA) has adjusted the eligibility requirements for residents who are seeking heating and electric assistance through the Wisconsin Home Energy Assistance Program (WHEAP).

Eligibility is now based on the household's previous month of income, rather than the former requirement of the previous three months of income. This move was made to ensure those who are recently affected by the COVID-19 response are able to receive assistance quickly.

## WEATHERIZATION AGENCY PRIORITIES AND SERVICE

The Division of Energy contracts with local agencies to provide basic weatherization services which:

- Reduce your home heating bills
- Save energy
- Make your home warmer in the winter and cooler in the summer.

If you are eligible for weatherization services based on your WHEAP application, your application information will be referred to the local weatherization agency. Households selected for potential weatherization services will be contacted by the weatherization agency. The agency will then make arrangements to have an energy auditor look at your home to see what can be done to make it more energy efficient. Weatherization services differ with each home depending on how it was built and its condition. Some common weatherization services include:

- Insulate attics, walls and floors
- Insulate or replace water heater
- Install energy efficient lighting
- Reduce air leakage
- Repair or replace furnace
- Test and/or replace refrigerator
- Perform a general health and safety inspection
- Provide information about maintenance and energy conservation

## How to Apply

Your household may be eligible for Wisconsin Home Energy Assistance Program (WHEAP) and weatherization services based on a number of factors. However, if the gross income for your household is less than the amount shown on the following chart, you might be eligible to receive assistance. Households must complete a Home Energy Plus application through the local WHEAP agency.

For more information on the Wisconsin Home Energy Assistance Program (WHEAP) and how to apply, please call **1-866-HEATWIS (432-8947)**, or visit the "[Where to Apply](#)" tab on [www.homeenergyplus.wi.gov](http://www.homeenergyplus.wi.gov) to find your local energy assistance agency. You may also apply online at [www.energybenefit.wi.gov](http://www.energybenefit.wi.gov).

## INCOME GUIDELINES FOR THE 2020-2021 HOME ENERGY PLUS PROGRAM YEAR (9/01/2020 through 9/30/2021)

### 60 PERCENT OF STATE MEDIAN INCOME GUIDELINES

HOUSEHOLD SIZE	ONE MONTH INCOME	ANNUAL INCOME
1	\$2,490.08	\$29,881
2	\$3,256.33	\$39,076
3	\$4,022.50	\$48,270
4	\$4,788.67	\$57,464
5	\$5,554.83	\$66,658
6	\$6,321.00	\$75,852
7	\$6,464.67	\$77,576
8	\$6,608.33	\$79,300



# Asistencia de Energía y Climatización Para Residentes del Condado de Waukesha

## ASISTENCIA DE ENERGIA

El Programa de Asistencia de Energía para el Hogar de Wisconsin (WHEAP) provee asistencia para los costos de calefacción, los costos de la electricidad y las situaciones de crisis energética. Operando con fondos federales y estatales, el programa provee asistencia a hogares en todo el estado para ayudar a reducir la carga incurrida con los costos de energía mensuales. La mayoría de los tipos de combustible son elegibles para recibir asistencia. Ya sea que use madera, propano, gas natural, electricidad o fuel oil para calentar su hogar, hay asistencia de energía disponible si califica.

En respuesta a la crisis de COVID-19, el Departamento de Administración (DOA) ha ajustado los requisitos de elegibilidad para los residentes que buscan asistencia para calefacción y electricidad a través del Programa de Asistencia de Energía para el Hogar de Wisconsin (WHEAP).

La elegibilidad ahora se basa en los ingresos del mes anterior del hogar, en lugar del requisito anterior de los ingresos de los tres meses anteriores. Esta medida se hizo para garantizar que aquellos que se vieron afectados recientemente por la respuesta COVID-19 puedan recibir asistencia rápidamente.

## PRIORIDADES Y SERVICIO DE LA AGENCIA DE CLIMATIZACIÓN

La División de Energía contrata a agencias locales para proporcionar servicios básicos de climatización que:

- Reduce las facturas de calefacción de su hogar
- Ahorra energía
- Haga que su hogar sea más cálido en invierno y más fresco en verano.

Si es elegible para los servicios de climatización según su solicitud de WHEAP, la información de su solicitud se remitirá a la agencia local de climatización. Los hogares seleccionados para posibles servicios de climatización serán contactados por la agencia de climatización. Luego, la agencia hará los arreglos necesarios para que un auditor de energía revise su casa para ver qué se puede hacer para que sea más eficiente energéticamente. Los servicios de climatización difieren con cada vivienda según cómo se construyó y su estado. Algunos servicios comunes de climatización incluyen:

- Aislar áticos, paredes y pisos
- Aislar o reemplazar el calentador de agua
- Instalar iluminación de bajo consumo
- Reducir las fugas de aire
- Reparar o reemplazar el horno
- Probar y / o reemplazar el refrigerador
- Realizar una inspección general de salud y seguridad.
- Brindar información sobre mantenimiento y conservación de energía.

## Cómo solicitar

Su hogar puede ser elegible para el Programa de Asistencia de Energía para el Hogar de Wisconsin (WHEAP) y los servicios de climatización según una serie de factores. Sin embargo, si el ingreso bruto de su hogar es menor que la cantidad que se muestra en la siguiente tabla, podría ser elegible para recibir asistencia. Los hogares deben completar una solicitud de Home Energy Plus a través de la agencia local WHEAP.

Para obtener más información sobre el Programa de Asistencia de Energía para el Hogar de Wisconsin (WHEAP) y cómo solicitarlo, llame al **1-866-HEATWIS (432-8947)** o visite la pestaña "Dónde solicitar" en [www.homeenergyplus.wi.gov](http://www.homeenergyplus.wi.gov) para encontrar su agencia local de asistencia energética. También puede presentar su solicitud (solo existe en inglés) en la red en [www.energybenefit.wi.gov](http://www.energybenefit.wi.gov).

## Pautas de ingresos para el año 2020-2021 (septiembre 1, 2020 al septiembre 30, 2021)

60% de las pautas estatales de ingresos medios

tamaño del hogar      ingresos de un mes      ingresos anuales

1	\$2,490.08	\$29,881
2	\$3,256.33	\$39,076
3	\$4,022.50	\$48,270
4	\$4,788.67	\$57,464
5	\$5,554.83	\$66,658
6	\$6,321.00	\$75,852
7	\$6,464.67	\$77,576
8	\$6,608.33	\$79,300





# Evidence Based Health Promotion Programs

Programs offered by the ADRC of Waukesha County meet the highest-level research criteria as determined by the National Council on Aging and the National Institute of Health. The primary goals of Evidence Based Prevention Programs are to empower participants to adopt healthy behaviors, improve the health status of participants, and to help prevent the onset or progression of disease health problems. For a full list of these and future classes available, contact the ADRC or check out our website at <https://www.waukeshacounty.gov/ADRCWorkshops/>.

## **Better Choices, Better Health**

Better Choices, Better Health is an **online** program for people ready to manage a chronic condition. Designed and researched by Stanford University, the same developers of the in-person Living Well with Chronic Conditions program, this program helps people with a wide range of conditions such as anxiety, arthritis, asthma, cancer, chronic fatigue syndrome, chronic pain, COPD, depression, diabetes, hypertension, and many others.

**Class Details:** Must commit to login for 6 consecutive weeks, a total time commitment of 1-2 hours per week. Workshop dates vary depending on date of registration.

**Contact:** Katie at the ADRC: (262) 548-7848 or [kriemenschneider@waukeshacounty.gov](mailto:kriemenschneider@waukeshacounty.gov)

## **Healthy Living with Diabetes Phone-Based Workshop**

This phone-based workshop is ideal for any adult who has, or lives with someone who has, pre-diabetes or type 2 diabetes. Participants will receive a toolkit in the mail and attend weekly telephone conference calls facilitated by a trained leader. The toolkit introduces information and skills that will help participants lead a healthy life by better managing physical and emotional challenges related to their chronic condition. Monitoring, nutrition, exercise, and symptom management are some of the topics covered during these six weekly phone calls.

**Details:** Phone discussions will be from 10:30 am to 11:30 am on Wednesdays, January 20, 27, February 3, 10, 17, 24

**Contact:** Katie at the ADRC: (262) 548-7835 or [kriemenschneider@waukeshacounty.gov](mailto:kriemenschneider@waukeshacounty.gov)

**REGISTER BY JANUARY 8, 2021**

## **Aging Mastery Starter Kit**

The Aging Mastery Starter Kit from the National Council on Aging (NCOA) is a fun and engaging **self-guided** experience that will empower you to embrace your gift of longevity by spending more time each day doing things that are good for yourself and for others. The Starter Kit will inspire you to take steps toward positive aging across six dimensions: Legacy & Purpose, Gratitude & Mindfulness, Health & Well-Being, Finances & Future Planning, Connections & Community, and Creating & Learning. Each dimension has specific actions that you are encouraged to incorporate your daily life. The Starter Kit contains the *Aging Mastery Playbook*, Activity Cards, Exercise DVDs, a Notepad, and Magnet.

**Details:** We ask that participants complete a short survey prior to receiving a kit free of charge.

**Contact:** Katie at the ADRC: (262) 548-7848 or [kriemenschneider@waukeshacounty.gov](mailto:kriemenschneider@waukeshacounty.gov) to see how you can receive a kit of your own.

Dear Ina,

My neighbor is receiving Waukesha County Meals on Wheels and seems to be in relatively good health, he still drives and has a good retirement income. He told me anyone 60 or older can get the county's Meals on Wheels right now regardless of health, income level or driving ability. I just turned 61 and have asthma. I am concerned about contracting COVID-19, but I can still drive to pick up groceries. Would I qualify for the county's Meals on Wheels?

Signed,

Eaton Smart



Dear Eaton,

Waukesha County's Meals on Wheels and senior dining programs are always open to any **eligible** senior, regardless of income and assets. During normal times, eligibility for the Meals on Wheels program depends on a number of factors, including the inability to leave the home under normal circumstances, the inability to get food or prepare it safely in the home, etc. However, these are not normal times.

Your neighbor is right – during the pandemic, because seniors are at higher risk for severe illness from COVID-19, anyone 60 or older is eligible to receive Meals on Wheels regardless of physical ability or if they drive. So yes, you would qualify to receive Meals on Wheels during the pandemic. If you would like to learn more, please call the ADRC at 262-548-7848.

Here are some other points to note regarding the Meals on Wheels program:

- Meals are available on a donation basis. You will receive a donation statement monthly indicating the number of meals you received and the suggested donation.
- Meals are usually delivered between the hours of 11am and 1pm. Call the ADRC for the current delivery schedule.
- Someone must be home to accept the meals. **Meals will not be left if you are not home.**
- People delivering the meals will wear masks and practice social distancing so it is helpful to have a bench or chair outside your home or apartment for the driver to set the meals on. Delivery drivers cannot go into any clients' home.

It is the clients' responsibility to manage snow and ice removal so meals can be delivered safely. If driveways and walks are not cleared and safe, meals will not be delivered.

Call the ADRC to find out more about meals or to sign up: **262-548-7848.**



# Five Tips for a Food Safe Thanksgiving

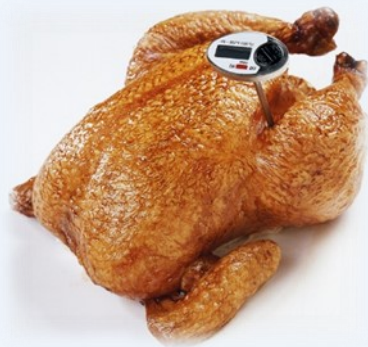


## Tip 1: Don't wash that turkey.

Washing raw meat can cause bacteria to splatter and spread as far as three feet away from the sink! Properly cooking the turkey kills bacteria that may be present, so washing it is unnecessary.

## Tip 2: Defrost your turkey in the fridge, in cold water, or the microwave.

**Do not thaw turkey at room temperature.** Thawing food in the fridge is the safest method. Estimate 24 hours for every 5 pounds of weight for a turkey to thaw in the refrigerator. You can also thaw in cold water by submerging the bird in its original wrapper in cold tap water and changing the water every 30 minutes.

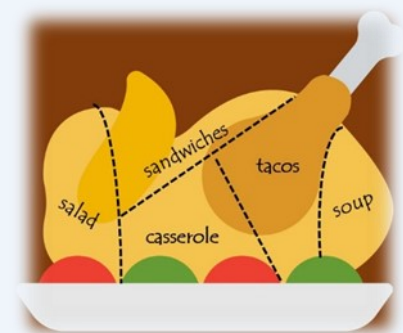


## Tip 3: Use a meat thermometer.

To make sure your turkey is **cooked but not overdone**, check the turkey's temperature in three locations: the innermost part of the thigh, the innermost part of the wing and the thickest part of the breast for a temperature of 165°F.

## Tip 4: Store leftovers in the refrigerator for up to four days.

If you won't eat leftovers within 4 days, pack them into freezer bags or airtight containers and freeze. For best quality, use your frozen leftover turkey within four months.



## Tip 5: Consider safety steps to limit the spread at COVID-19 at your gathering.

Consider having one or two people serve the meal as opposed to being self-serve (buffet style) to limit the number of people touching the same surfaces and utensils. Keep a sink with soap and water, hand sanitizer, and tissues easily accessible for guests. For more tips, visit this page for CDC tips on holiday gatherings: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/holidays.html>

Source: USDA. Questions about your Thanksgiving dinner? You can call the USDA Meat and Poultry Hotline at 1-888-MPHotline (1-888-674-6854) to talk to a food safety expert.





## Libraries, A Beacon of Hope

“During times of crisis, nothing is more needed in society than the library. The library is a beacon of hope, positivity, knowledge, and community. Not even a global pandemic can change that.” This is a quote from Stephanie Ramirez, director of the Delafield Public Library posted on the Bridges Library blog. The Bridge Library System is a state funded library system in southeastern Wisconsin. Founded in 1981 as the Waukesha County Federated Library System, it transitioned to a two county system on January 1, 2016 when Jefferson County joined and the name was changed to Bridges Library System. The library system provides services to its 24 member libraries.



When the Hartland Public Library began offering curbside pickup of materials during the pandemic this spring, community members sewed masks for the staff to keep them safe. The gesture made library director Laura Gest realize how beloved the library is in the Hartland community. “The community support has been wonderful. It was fantastic to hear how grateful patrons were when we opened back up.”

While the libraries in Waukesha County closed their buildings during March and April, all Waukesha County libraries are now open in some capacity to the public. Call ahead or search online for the hours of operation.

If you visit your library today, you’ll notice a few changes, since each library is taking precautions for the health and safety of patrons and staff. Most require mask use (staff are required to wear masks), library materials are quarantined and cleaned before they are put back into circulation, libraries undergo rigorous cleaning, and Plexiglas shields have been installed.

For those who do not want to enter into a library, curbside service may be available. Curbside pick-up allows library patrons to pick up physical books, DVDs, CDs and audio books. For those that are homebound, some libraries offer home delivery service. Call your local library for details.

Many libraries continue to offer programming for adults, virtual and live. In order to participate in most virtual programs, you will need to register using your personal e-mail and have a zoom account to participate. Book clubs are also being offered virtually using zoom. Live programming is still taking place at some of Waukesha County’s libraries. Live, in-person tech camps and presentations on historic events are planned for November however seating is limited, registration is required and all attending must wear a mask and practice social distancing.

As our reality continues to shift and uncertainties lie ahead, it’s comforting to know the library and library staff are available to help with whatever you may need. Whether in the building or online, the library offers access to quality information, extensive collections of entertainment and research. Visit your local library or check their website for more information on what your library can offer you!



# Waukesha County Residents: Need help comparing 2021 Medicare plans?

## Medicare Open Enrollment Oct 15–Dec 7, 2020

Please complete the form below or online at: <http://www.waukeshacounty.gov/ElderBenefitSpecialistProgram>

You will be mailed your current and top 2 lowest cost drug and/or advantage plans.

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_



Please check if you have a current drug plan \_\_\_\_\_ or advantage plan \_\_\_\_\_

Name of current drug or advantage plan \_\_\_\_\_

Medicare Part A start date \_\_\_\_\_

Medicare Part B start date \_\_\_\_\_



Pharmacy Preferences \_\_\_\_\_

<i>Drug Name</i>	<i>Dose Amount</i>	<i>How often Taken</i>

I have requested the Elder Benefit Specialist's (EBS) assistance comparing Medicare Advantage and/or Part D plan options. I understand that the accuracy of the Plan Finder depends upon the information given by the Center for Medicare and Medicaid Services, as well as information I have provided to the EBS Program regarding my medications. **The Medicare website is subject to revision and/or error.** The most accurate information is available by contacting the plan directly. The EBS is not recommending any particular plan. I take full responsibility for the choice that I make. I understand that it is my responsibility to handle all further matters related to enrollment. If I become aware that my enrollment did not go through, it is my responsibility to follow up with the plan. If I have reason to believe that the enrollment was not successful, I will notify the plan and the EBS immediately. **I understand that all enrollments must be made by December 7, 2020.** I acknowledge that participants can generally only change plans once per year during the Open Enrollment Period (OEP). By enrolling in this plan now, I understand that, absent a special enrollment period, I may have to wait a year for the next OEP in order to drop or switch plans again. As part of the EBS Program, the EBS Program is required to report and share identifying and other information with the Wisconsin Department of Health Services EBS Program Manager and other relevant state employees for purposes of data reporting and quality assurance. This information also may be shared with funders, such as the Federal Government, as required. Aside from this exception, the EBS Program will not reveal client's information without the client's permission unless providing this information for the purpose of accomplishing the client's goals.



Requestor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Return form: ADRC, 514 Riverview Ave, Waukesha 53188  
[adrc@waukeshacounty.gov](mailto:adrc@waukeshacounty.gov) fax 262-896-8273  
Call 262-548-7848 with questions

**Save money and get the best coverage!**  
**It is worth taking time to compare**

## MEDICARE OPEN ENROLLMENT

OCTOBER 15 - DECEMBER 7



Elder Benefit Specialists are certified Medicare counselors who can:

- Help you compare your current Medicare health or drug plan with other Medicare plan choices
- Help you find your best option
- Help you avoid high-pressure sales tactics

To request assistance, call:

Aging & Disability Resource  
Center of Waukesha County at:  
262-548-7848



Facebook.com/ADRCWC



Check out our updated website

<https://www.waukeshacounty.gov/ElderBenefitSpecialistProgram/>





## **Its that time of year again!**

Here at the ADRC we receive many phone calls throughout the winter from individuals looking for assistance with snow removal. It's great that you are thinking of this now because the snow will be flying before we know it.

The ADRC doesn't employ any persons or agencies to remove snow, and the number of resources available throughout Waukesha County for low cost or no cost is extremely limited. There is one agency in Waukesha that can coordinate services with a volunteer that is free of charge; however, there is typically a wait list for this service because the need for snow removal far outweighs the number of volunteers available to help. With this gap between paid and unpaid snow removal options, we encourage those in need to get creative and plan ahead for the winter months.

If you are willing and able to pay for snow removal, we suggest that you contact lawn services now to inquire if they will do snow removal. If you wait until the first snowfall, it will likely be too late for these companies to get you into their schedule. You should also inquire about what priority you will be given, as many companies will have several clients and you may or may not be first on the list to service. If you have any special needs that should give you priority, such as a health condition that could require treatment at a facility, you should let the company know.

Another possible solution is to start looking for options within your own neighborhood. Are there any children in the neighborhood that would like to earn a few dollars? You could go door-to-door and ask your neighbors if they know of anyone they could refer to you. You could also try asking around to members of your church, or check the bulletin boards at your local supermarket, laundromat, or community center.

If you are able to clear your own driveway, while you are out look around to see who might be in need of assistance. Is there someone elderly and struggling to walk down icy steps or walkway? Is a neighbor using a walker or cane while trying to remove snow? Perhaps they have a ramp that they are using with their wheelchair? Keep in mind that if one of your neighbors receives home delivered meals, those volunteer delivery drivers are prohibited from delivering the meals to a person's door if the walkway is too icy or snow covered.

When neighbors reach out and help one another, a sense of community will happen organically. Furthermore, a sense of community has been shown to be linked to many positive outcomes: creating a sense of belonging, providing a physical and mental health boost, and even lowering crime rates. With benefits like these, we could all stand to strengthen our neighborhood ties.

# **Daylight Saving Time Ends**

## **Sunday November 1st**

### **Put your clocks back one hour!**



# Medicare Open Enrollment

M Q D T K E R B J Q O A L T D  
N E S P H T R E H U E E N T E  
S A D L H T V C V V C E K Q D  
M O L I A A S X E I M K M F U  
E H X P C N P B D L E N V X C  
R I Z N G A U F L M A W L D T  
A Z M D G U T O U K I Q R I I  
C P R E S C R I P T I O N S B  
I H J T C N M D O G A S C F L  
D R Q Y E E D V P N U W V J E  
E I Z N R P Y B V R S D Q Q C  
M C E P A N E G A R E V O C O  
E P E R I O D N J R X I K B P  
O U T U R I C S B H T B O G A  
L D J R I E S A V I N G S N Y

## WORD BANK

**COPAY**  
**COVERAGE**  
**DEDUCTIBLE**  
**DRUG PLAN**  
**INSURANCE**  
**MEDICARE**  
**MEDICATIONS**

**OPEN ENROLLMENT**  
**PART D**  
**PREMIUM**  
**PRESCRIPTIONS**  
**REVIEW**  
**SAVINGS**

ADRC of Waukesha County  
Human Services Center  
514 Riverview Avenue  
Waukesha, WI 53188

If you would like to be added to or removed from this mailing, or if you would like to receive our Newsletter electronically, please call the ADRC at (262) 548-7848.

Si desea ser agregado o eliminado de este correo, o si le gustaría recibir nuestro boletín electrónico, favor de llamar al centro de recursos del envejecimiento y discapacidades (ADRC) al 262-548-7848.

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